

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES

700 GOVERNORS DRIVE

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March 30, 2020

ATTENTION: Provider and Billing Professionals

FROM: South Dakota Medicaid

RE: South Dakota Medicaid Communications

The South Dakota Medicaid team continues to work remotely to support providers and recipients while the State of South Dakota's offices are closed until May 2nd, 2020. **Whenever possible we ask that providers utilize the Medicaid Portal.** The Medicaid Portal allows the user access to the following:

- Eligibility Inquiry - Cost Share, Level of Care, Long Term Care information
- Service Limits Search
 - Chiropractic
 - Diabetes Education
 - Dietician and Nutrition
 - Independent Mental Health
 - Incontinence Supplies
 - Urgent Care
 - Vision
- CMS-1500 Claim Submission
- Status Inquiry
- Medicaid - Remittance Advice
- Communications - Appeals and Coverage Requests
- Various Reports
 - Health Homes
 - Remittance Advice
 - Case Load Reports
 - Paid Claim Report
 - Core Services
 - Primary Care Provider
 - Remittance Advice
 - Case Load Reports
 - Paid Claim Reports
 - Long Term Services and Support
 - Census Status Report
- Medicaid - Negative Balance Report
- Provider Reimbursements and Audits - Cost Settlement Report

The Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governor's Drive, Pierre SD 57501, 605-773-3305.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-305-9673 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-305-9673 (TTY: 711).

Further information including the Medicaid Portal User guide can be found at <https://dss.sd.gov/medicaid/portal.aspx>

If you should have further questions, please use one of the following methods to contact our Telephone Service unit:

Email: DSSOnlinePortal@state.sd.us

We request that you include the specific claim number you are inquiring about. If you have a more general question, please include your Billing NPI.

Please refrain from using any Personal Health Identification, if it is necessary please make sure you are sending in a secure format.

Telephone message: 1-800-452-7691

Please leave a detailed message with Billing NPI, your name and contact information and any other relevant information such as recipient id, date of service or claim number. We do have staff that will be checking this voice mail intermittently and will respond when able. Please provide the best way to contact whether by email or telephone.

If you need to contact Provider Enrollment, please use the following:

Email: sdmedxgeneral@state.sd.us

We appreciate the services being provided to fellow South Dakotans and your patience during this unique time.

Thank you,

South Dakota Medicaid

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